



MEDIA ADVISORY

Contact: Michelle Mowery Johnson
800.453.6474 or 615-889-8323
michelle.moweryjohnson@tncpe.org

FOR IMMEDIATE RELEASE

June 18, 2012

LISA S. SPENCER APPOINTED TO 2012 TNCPE BOARD OF EXAMINERS

NASHVILLE, Tenn.— Lisa S. Spencer, Director of Organizational Performance for the Tennessee Department of Human Resources, has been appointed by the Board of Directors of the Tennessee Center for Performance Excellence (TNCPE) to the 2012 Board of Examiners. Every year, the TNCPE award program recognizes organizations demonstrating excellence in business operations and results.

As an examiner, Spencer is responsible for reviewing and evaluating organizations that apply for a TNCPE Award. The Board of Examiners comprises experts from all sectors of the regional economy, including health care, service, non-profit, manufacturing, education and government. All members of the Board of Examiners must complete extensive training in the *Baldrige Criteria for Performance Excellence*. Examiners take the skills developed during training and the assessment process back to their own jobs, benefiting and improving their own organizations in the process.

Each year, the TNCPE Board of Examiners contributes more than 10,000 hours of volunteer service to organizations across Tennessee.

Established in 1993 as a public-private partnership by Governor Ned R. McWherter, the Tennessee Center for Performance Excellence strives to promote economic development by helping companies and organizations grow more competitive in today's global marketplace through affordable, in-depth assessments. A statewide non-profit, TNCPE is patterned after the Baldrige Performance Excellence Program, the national standard for recognizing organizational excellence. More than 1,200 organizations have participated in and benefited from the TNCPE program. Four Tennessee businesses—Caterpillar Financial Services, Pal's Sudden Service, Eastman Chemical Company and Federal Express—have received both the prestigious Baldrige National Quality Award and the TNCPE Excellence Award. For more information, visit www.tncpe.org.

###